

FRESNO, CALIFORNIA
CLASS SPECIFICATION
PROGRAM SPECIALIST

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Program Specialist is the second level in a five level Programs series. Incumbents monitor and evaluate program, provide community education, oversee program operations, perform customer assessments and intake, develop and coordinate marketing activities for a program, and serve as a customer and community advocate.

The Program Specialist is distinguished from the Program Technician by its case management responsibilities. The Program Specialist is distinguished from the Senior Program Specialist, which is responsible for making work assignments, overseeing the work of other program staff, training, ordering and distributing supplies, preparing reports, and performing administrative tasks in the absence of the supervisor.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

1.	Coordinates, monitors, and evaluates program activities and components in assigned area of responsibility.	Daily 25%
2.	Prepares and maintains a variety of data, files, in assigned area of responsibility, which may include databases.	Daily 20%
3.	Receives and responds to requests for program information from internal departments, citizens, and/or other interested parties.	Daily 5%
4.	Establishes and maintains collaborative relationships with external agencies, consumers, and/or other applicable parties.	Weekly 20%
5.	Participates in a variety of meetings, committees, task forces, law enforcement agencies, and/or other applicable groups in order to receive and convey information.	Weekly 10%
6.	Compiles and analyzes a variety of data related to program activities and operations and prepares reports detailing findings and recommendations.	Weekly 10%
7.	Participates in developing, organizing, administering, facilitating, and evaluating training sessions, classes, workshops, and/or other applicable events in assigned program area.	Monthly 10%
8.	Performs other duties of a similar nature or level.	As Required

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POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to Housing & Community Development may be responsible for:

- Coordinating affordable housing assistance activities for newly arrived refugee and immigrant populations;
- Identifying affordable, decent, and safe housing units;
- Administering skills courses for refugee families.

Positions assigned to Special Investigations may be responsible for:

- Coordinating the operations of the prostitution abatement and rehabilitation program;
- Collecting and analyzing crime and intelligence data;
- Coordinating the compilation and recording of proper criminal history dispositions.

Positions assigned to Code Enforcement may be responsible for:

- Organizing neighborhood meetings;
- Preparing division press releases;
- Serving as a media representative for the division.

Positions assigned to Transportation may be responsible for:

- Coordinating community outreach efforts for the department by identifying opportunities for participation to increase awareness, educate, and promote public transportation;
- Developing advertising programs;
- Providing administrative support to the transportation committee.

Positions assigned to Public Affairs may be responsible for:

- Coordinating cable channel 96 activities and operations;
- Preparing briefings for the Mayor and Council;
- Preparing for press conferences;
- Preparing the Mayor's highlight report.

Training and Experience (positions in this class typically require):

- Associate's Degree in related field and one year of program related experience are required;

OR

- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

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Licensing Requirements (positions in this class typically require):

- Basic Class C license;
- One or more licenses or certifications related to the specific technical discipline may be required, preferred, or desirable.

Knowledge (position requirements at entry):

Knowledge of:

- Customer service policies, principles and practices
- Administrative support operations and procedures in assigned area of responsibility
- Office procedures, principles, practices and equipment

Skills (position requirements at entry):

Skill in:

- Providing customer service
- Using computers and applicable software applications
- Managing multiple priorities simultaneously
- Using modern office equipment
- Maintaining program files, records, and information
- Coordinating and administering operations and activities in assigned area of responsibility
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Facilitating training sessions, classes, workshops, and/or other applicable events
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business/organizations, elected and appointed officials, etc. sufficient to exchange or convey information and give and/or receive work direction

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping, walking, balancing, climbing, crawling and crouching.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Note:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

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Classification History:

Draft prepared by Fox Lawson & Associates (LM)

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